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**Information technology — Systems  
and software engineering —  
Application management guidance  
on the relationship between ISO/IEC  
16350:2015 and Application Service  
Library®**

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Joint Technical Committee ISO/JTC 1, *Information technology*, Subcommittee SC 7, *System and Software Engineering*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

This document can assist readers in relating the requirements specified in ISO/IEC 16350:2015 to supporting text in the application management framework ASL<sup>®1)</sup>. Internal and external Application Management Services providers can refer to this guidance as a cross-reference between the two documents to help them plan and implement an application management system (AMS).

A description of the purpose and content of both publications is followed by a table showing high-level correlations between ASL and clauses in ISO/IEC 16350:2015.

ISO/IEC 16350:2015 is the International Standard for application management and specifies requirements which can be used as the basis of a conformity assessment. ISO/IEC 16350:2015 can be used in different ways, including:

- a) as a source of requirements for the processes within the software industry on the supply, maintenance and renewal of applications;
- b) to establish a consistent approach for the processes within an application management organization;
- c) to establish a consistent approach for the processes between an application management organization, service management organizations and business information management organizations;
- d) as an unbiased basis to assess, measure and report about (a set of) application management processes;
- e) as a set of criteria for audit and assessment of the application management processes of an application management organization.

ASL is defined on the website of the ASL BiSL Foundation as:

*“ASL is a vendor-independent library for the implementation of application management. The library consists of publications on the process model for application management and a large number of best practices, white papers, articles and presentations. ASL aims to professionalize the field of application management.*

*The standardized approach of ASL contributes to the professionalization of the application management organization and facilitates a more efficient and cost-effective way of working. One of the main advantages of ASL is that it is a common terminology and reference framework for the domain of application management allowing better cooperation between the parties concerned.*

*The library is developed and promoted by the ASL BiSL Foundation.*

See <http://aslbislfoundation.org/asl/> for more information.”

The ASL BiSL Foundation has agreed to the development of this document. ASL<sup>®</sup> a registered Trademark of the ASL BiSL Foundation.

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1) ASL<sup>®</sup> is an example of a suitable product available commercially. This information is given for the convenience of users of this document and does not constitute an endorsement by ISO and IEC of this product.

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# Information technology — Systems and software engineering — Application management guidance on the relationship between ISO/IEC 16350:2015 and Application Service Library®

## 1 Scope

This document provides guidance on the relationship between ISO/IEC 16350:2015 and a commonly used application management framework, ASL. It can be used by any organization or person wishing to understand how ASL can be used with ISO/IEC 16350:2015, including:

- a) an internal or external application management organization that has demonstrated or intends to demonstrate conformity to the requirements specified in ISO/IEC 16350:2015 and is seeking guidance on the use of ASL to establish and improve an AMS and the processes;
- b) an application management organization that already uses ASL and is seeking guidance on how ASL can be used to support efforts to demonstrate conformity to the requirements specified in ISO/IEC 16350:2015;
- c) an assessor or auditor who wishes to understand the use of ASL as support to achieve the requirements specified in ISO/IEC 16350:2015.

The correlations provided in this document relate to the 2<sup>nd</sup> version of ASL® (ASL2).

[Clause 4](#) describes how ASL® can support the demonstration of conformity to ISO/IEC 16350:2015.

[Clause 5](#) relates chapters in ASL® to clauses in ISO/IEC 16350:2015.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

No terms and definitions are listed in this document.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

## 4 Use of ISO/IEC 16350:2015 and ASL®

### 4.1 Introduction to ISO/IEC 16350:2015

ISO/IEC 16350:2015, Clause 4 specifies requirements for application management processes that can be used for improvement, benchmarking and as the basis for a conformity assessment of the processes of an internal or external application management organization.

[Table 1](#) provides an overview of the processes within each of the process levels within ISO/IEC 16350:2015.

**Table 1 — Application management processes in ISO/IEC 16350:2015**

Process level	Clause	Process
Application Support processes	4.1	Use Support Configuration Management IT Operation Management Continuity Management
Application Maintenance and Renewal processes	4.2	Impact Analysis Software Design Software Construction & Integration Software Testing Preparation of Transfer to Production
Connecting processes	4.3	Application Change Management Software Control and Distribution
Management processes	4.4	Contract Management Planning and Control Quality Management Financial Management Supplier Management
Application Strategy processes	4.5	IT Developments Analysis Customer Organizations Analysis Customer Environment Analysis Application Life Cycle Management Application Portfolio Management
Application Management Organization Strategy processes	4.6	Account and Market Definition Capabilities Definition Technology Definition Supplier and Sourcing Definition Service Delivery Definition

Table 2 provides an overview of the processes within each of the process levels within ASL®.

**Table 2 — Application management processes in ASL®**

Process level	Chapter	Process
Application Support processes	4	Use Support Configuration Management IT Operation Management Continuity Management
Application Maintenance and Renewal processes	5	Impact Analysis Design Realization Testing Implementation

Table 2 (continued)

Process level	Chapter	Process
Connecting processes	6	Change Management Software Control and Distribution
Management processes	7	Contract Management Planning and Control Quality Management Financial Management Supplier Management
Application Strategy processes	8	IT Developments Strategy Customer Organizations Strategy Customer Environment Strategy Application Life Cycle Management Application Portfolio Management
Application Management Organization Strategy processes	9	Account and Market Definition Capabilities Definition Technology Definition Supplier Definition Service Delivery Definition

The structure of the processes of ASL<sup>®</sup> is similar to ISO/IEC 16350:2015.

## 5 Correlation of ASL<sup>®</sup> to ISO/IEC 16350:2015

### 5.1 General

In this Clause, the correlation of the activities and tasks of the processes of ISO/IEC 16350:2015 are compared to ASL<sup>®</sup>.

In general, ASL<sup>®</sup> gives more guidance about the context in which the application management processes are used.

The correlation between ASL<sup>®</sup> to ISO/IEC 16350:2015 is shown with plus and minus signs, where there are four possibilities:

- -/- ASL<sup>®</sup> and ISO/IEC 16350:2015 are the same.
- +/- ISO/IEC 16350:2015 provides more information on this topic than ASL<sup>®</sup>.
- -/+ ASL<sup>®</sup> provides more information on this topic than ISO/IEC 16350:2015.
- +/+ both ASL<sup>®</sup> and ISO/IEC 16350:2015 provide some extra information on this topic on their specific use.

In general, ASL<sup>®</sup> provides more guidance and describes the context and the interrelationships of the processes in more detail. Therefore, a plus at the ASL<sup>®</sup> side applies for all cases.

More plus signs indicate a higher impact of the differences.

- +/+ indicates that there are extra tasks added to ISO/IEC 16350:2015 as parts of extra information.
- ++/+ indicates that there is one activity added to ISO/IEC 16350:2015 as parts of extra information.

— +++/+ indicates that there are major additions. Several activities are added to ISO/IEC 16350:2015 as parts of extra information.

The nature of the extra information is shown in the cell of the topic. See [Tables 3](#) to [8](#).

## 5.2 Application Support processes

**Table 3**

ISO/IEC 16350:2015		ASL®
Use Support Alignment to ISO/IEC 20000-1 also includes handling of service requests	+/+	Use Support
Configuration Management Configuration management planning is added from ISO/IEC/IEEE 12207 and the processes are aligned with ISO/IEC 20000-1	+/+	Configuration Management
IT Operation Management Although there is boxed text from ISO/IEC 20000-1 to align texts, there are only minor adjustments	-/+	IT Operation Management
Continuity Management Extra tasks are added from ISO/IEC 20000-1	+/+	Continuity Management

## 5.3 Application Maintenance and Renewal processes

**Table 4**

ISO/IEC 16350:2015		ASL®
Impact Analysis Although there is boxed text from ISO/IEC/IEEE 12207 to align texts, these are only minor adjustments	+/+	Impact Analysis
Software Design Because of the aligning to ISO/IEC/IEEE 12207 tasks were added to the activity Elaboration of the preferred alternative	+/+	Design
Software Construction & Integration Because of the aligning to ISO/IEC/IEEE 12207 an extra activity Software integration was added and extra tasks were added to the activity Software construction and modification	++/+	Realization
Software Testing Because of the aligning to ISO/IEC/IEEE 12207 extra tasks were added to the activity Functional software testing	+/+	Testing
Preparation of Transfer to Production Because of the aligning to ISO/IEC/IEEE 12207 an extra activity Support of the application operation process of IT-infrastructure management was added and extra tasks were added to the activity Software acceptance support	++/+	Implementation

## 5.4 Connecting processes

Table 5

ISO/IEC 16350:2015		ASL®
Application Change Management Although there is boxed text from ISO/IEC 20000-1 to align texts, these are only minor adjustments	-/+	Change Management
Software Control and Distribution Although there is boxed text from ISO/IEC/IEEE 12207 to align texts, these are only minor adjustments	-/+	Software Control and Distribution

## 5.5 Management processes

Table 6

ISO/IEC 16350:2015		ASL®
Contract Management Extra tasks are added from ISO/IEC 20000-1 to the activities: — Drawing up agreements — Monitoring of agreements, reporting and taking measures	+/+	Contract Management
Planning and Control Because of the alignment with ISO/IEC/IEEE 12207 activities were added for: — Project initiation — Project planning — Project monitoring — Project control — Project assessment — Project closure	+++	Planning and Control
Quality Management Because of the alignment with ISO/IEC/IEEE 12207 and ISO/IEC 20000-1 tasks were added for the activities: — Quality Planning — Quality monitoring, improvement and reporting — Quality evaluation	+/+	Quality Management
Financial Management Because of the alignment with ISO/IEC 20000-1 a task was added for the activity Financial planning	+/+	Financial Management

**Table 6 (continued)**

ISO/IEC 16350:2015		ASL®
Supplier Management Because of the alignment with ISO/IEC 20000-1 tasks were added for the activities: — Supplier planning — Supplier monitoring and reporting	+/+	Supplier Management

**5.6 Application Strategy processes**

**Table 7**

ISO/IEC 16350:2015		ASL®
IT Developments Analysis Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	IT Developments Strategy
Customer Organizations Analysis Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Customer Organizations Strategy
Customer Environment Analysis Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Customer Environment Strategy
Application Life Cycle Management Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Application Life Cycle Management
Application Portfolio Management Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Application Portfolio Management

**5.7 Application Management Organization Strategy processes**

**Table 8**

ISO/IEC 16350:2015		ASL®
Account and Market Definition Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Account and Market Definition
Capabilities Definition Although there is boxed text from ISO/IEC/IEEE 12207 to align texts, these are only minor adjustments	-/+	Capabilities Definition
Technology Definition Except from editorial changes according to the ISO-standards no technical changes were made for this process	-/+	Technology Definition
Supplier and Sourcing Definition Although sourcing is added to the process, these are only minor adjustments	-/+	Supplier Definition